



STATE OF MARYLAND
DHMH

Maryland Department of Health and Mental Hygiene
201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

March 27, 2014

To: Independent Providers in the Community Options Program

From: John S. Wilson, Program Manager
In-home Supports Assurance System (ISAS)

Re: Missing Time Request LIMIT Guidance – REMINDER

Missing Time Request LIMIT Guidance

Effective **April 1, 2014**, DHMH will only approve six Missing Time Requests **per provider per month**, unless the provider gives a compelling reason as to why he or she was unable to clock in or clock out. The limit applies to requests submitted via the ISAS Help Desk **or** the online ISAS site. This refers to requests for dates of service **on or after** April 1, 2014.

Examples of Compelling Evidence:

1. Verified ISAS IVR system outage
2. OTP not delivered (*Note: This reason will prompt DHMH to send a Supports Planner to verify that OTP is missing and deliver new device*)

A provider can only forget to clock in or clock out six times per month. Please note that forgetting an entire shift is considered **two** requests.

Entering Time for Missing Clock In = 1 Request Entering Time for Missing Clock Out = 1 Request Entering Time for Missing Clock In AND Missing Clock out (entire shift) = 2 Requests
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If the provider forgets more than six times DHMH will not approve the request and the claim will not be paid.

For questions or concerns, please email dhmh.isashelp@maryland.gov or (410) 767-1719.